



July 1, 2021

# LADWP Open Enrollment

DHMO Presentation

## DHMO Plan Overview – Same DHMO Plan



- **No** deductibles
- **No** annual maximums
- **No** claim forms
- **No** pre-existing conditions
- **No** waiting periods
- Must select **Concordia Plus DHMO** Primary Care Dental Office (PDO)
- Each member of the family may select their own PDO

## DHMO Plan Overview (Continued)

- Ability to change dental provider monthly if needed
- **Direct access** to specialists (no approvals necessary)
- Member subject to DHMO CA 11 copayments
- **All preventive services covered** with no copayments
- **Small copayments for major procedures** – ex. root canals, white fillings, periodontics, crowns, bridges, etc.
- Adult/Child **orthodontics**
- **Coverage up to \$100 for emergency services** when traveling 50 miles outside of the service area

## Enrolling Your Dependent Children

- Recommend enrolling children **by age 2** (dentist recommended)
- Recommend enrolling during annual open enrollment period
- **Children covered to age 26**



## Request A Treatment Plan



- Not required though **recommended for major services** (over \$200)
- **Ask your dentist** for a cost estimate prior to obtaining major services
- If you have any further questions on treatment and procedures, call our customer service team!

- ✓ Order ID cards
- ✓ Change DHMO providers
- ✓ Access to bilingual representatives
- ✓ Confirm benefits and enrollment

Customer Service Hours:  
Monday - Friday, 5:00am – 5:00pm  
**1-866-357-3304**

- 30 second Average Speed to Answer
- No “maximum call time” means no rushing off the phone – **97% first call resolution**
- **Call-back feature available**
- 100% U.S.-based with average **8 years of experience**

# Online Tools



Members

Employers

Producers

Dentists

Government

Find a Dentist

My Account

Sign In

Create an Account | Forgot?

## Dental care tips for infants, kids and teens

See our Children's Dental Health timeline >

### MEMBERS

Need help? Visit **My Dental Benefits** to manage your account.



### EMPLOYERS

Manage your account at **Account Management Portal**



### PRODUCERS

Find the right plan for your clients at **Dental Plan Navigator**



### DENTISTS

Check patient coverage at **My Patients' Benefits**





- **Find a Dentist Tool**

- DHMO plan – select *Concordia Plus General Dentist DHMO*
- Enter zip code to find an in-network dentist
- Look up DHMO specialists and participating orthodontists

The screenshot shows a web form titled "Find a Dentist in Your Area" with three numbered steps:

- 1 I'm Looking For**: A dropdown menu is set to "Endodontics". Below it is a button labeled "Show Additional Dentist Fields".
- 2 Located Within**: A dropdown menu is set to "25 miles". To its right is a text input field for "Of ZIP Code" containing "17032" with a "5 Digit Number" label below it. Below these are two buttons: "Show Address Search" and "Show County Search".
- 3 My Network Is (Optional)**: A dropdown menu is set to "Concordia Plus General Dentist DHMO".

At the bottom of the form is a blue button labeled "Show Dentists in My Area".

- Access *MyDentalBenefits*

UNITED CONCORDIA®  
Insuring America's Dental Health Sign Out

Members | My Dental Benefits | Dental Health Center

Welcome John. How may we help you?

Account Summary | Coverage | Claims & Deductibles | Braces & Orthodontics | Forms | Manage Profile

All information displayed as of 02/23/2011 [Important Notices & Disclaimers](#)

### Claims & Deductibles

Claims View: Recent Claims For: Everyone

Member Name	Date of Service	Dentist	Claim Status	Amount We Paid	Need More Details?
John L Member	01/01/2011	Joe Dentist In-Network Dentist	✔ Claim Approved Check issued to Dentist 01/13/2011	\$96.42	<a href="#">Explanation of Benefits (EOB)</a> <a href="#">View Details</a>
John L Member	12/01/2010 - 01/01/2011	Joe Dentist In-Network Dentist	✔ Claim Approved	\$93.75 - pending -	<a href="#">View Details</a>
Margarita M Member	12/01/2010 - 01/01/2011	Joe Dentist In-Network Dentist	✔ Claim Approved	\$93.75 - pending -	<a href="#">View Details</a>
Joseph Member	12/01/2010 - 01/01/2011	Joe Dentist In-Network Dentist	✔ Claim Approved	\$140.61 - pending -	<a href="#">View Details</a>
Margarita M Member	12/01/2010 - 01/01/2011	Joe Dentist In-Network Dentist	✔ Claim Approved	\$112.50 - pending -	<a href="#">View Details</a>

**Deductibles**

Yearly Deductibles [What is a deductible?](#)

To satisfy your deductible, you must either meet all individual deductibles or meet the family deductible:

Individual Deductible: \$25.00 per member  
Family Deductible: \$75.00 per family

Payments Toward Deductibles  
Plan Year: 12/01/2009 - 01/30/2017

**1** Your family deductible has been met.

Member Name	Amount Applied to Deductible
John L Member	Deductible Met
Joseph Member	Deductible Met
Margarita M Member	-

Family Deductible: \$75.00  
\$75.00 has been paid

\* Dollar amounts are not displayed until a payment has been applied against the deductible.

Print or Save Dental History

Select a Member

**Maximums**

Yearly Maximums

A yearly maximum is the highest amount United Concordia will pay for each member in a benefit period.

Individual Plan-Year Maximum: \$2,000.00  
Plan Year: 12/01/2009 - 01/30/2017

Member Name	Amount We Paid to Date
John L Member	\$686.00
Joseph Member	\$635.00
Margarita M Member	\$126.00

\* Dollar amounts are not displayed until a claim has been applied against the maximum.

EVERYTHING YOU NEED, RIGHT AT YOUR FINGERTIPS.



Access through website or mobile app:

- Find a Dentist tool
- Print ID cards
- Verify eligibility
- View benefit copayment schedule
- Evidence of coverage certificate booklets
- Email customer service
- Oral health information



## This online resource of oral health information includes:

- Common treatments & procedures
- Oral hygiene tips
- Emergency information
- Nutrition
- Age-specific information
- Glossary
- Dental education for specific conditions:
  - Cancer
  - Diabetes
  - Gum disease
  - Heart disease
  - Pregnancy
  - Many more

Visit: [UnitedConcordia.com/DentalHealthCenter](https://UnitedConcordia.com/DentalHealthCenter)

# Mobile Apps

Get on-demand access to information and education.



Our mobile apps make it easier than ever to keep your mouth healthy and manage your benefits.

**Download both for FREE at Google Play or the App Store**

Simply search for "United Concordia"



**CHOMPER CHUMS™ APP**

For kids

**AWARD-WINNING APP!**



*Thank you for more than  
20 years of partnership!*

This video is intended to promote awareness of the plan with an existing client. It is not intended for the buying public. In the event of a conflict between statements and representations and plan documents, plan documents will control. Content valid for the contract period unless otherwise noted.